



Replacement Sheet

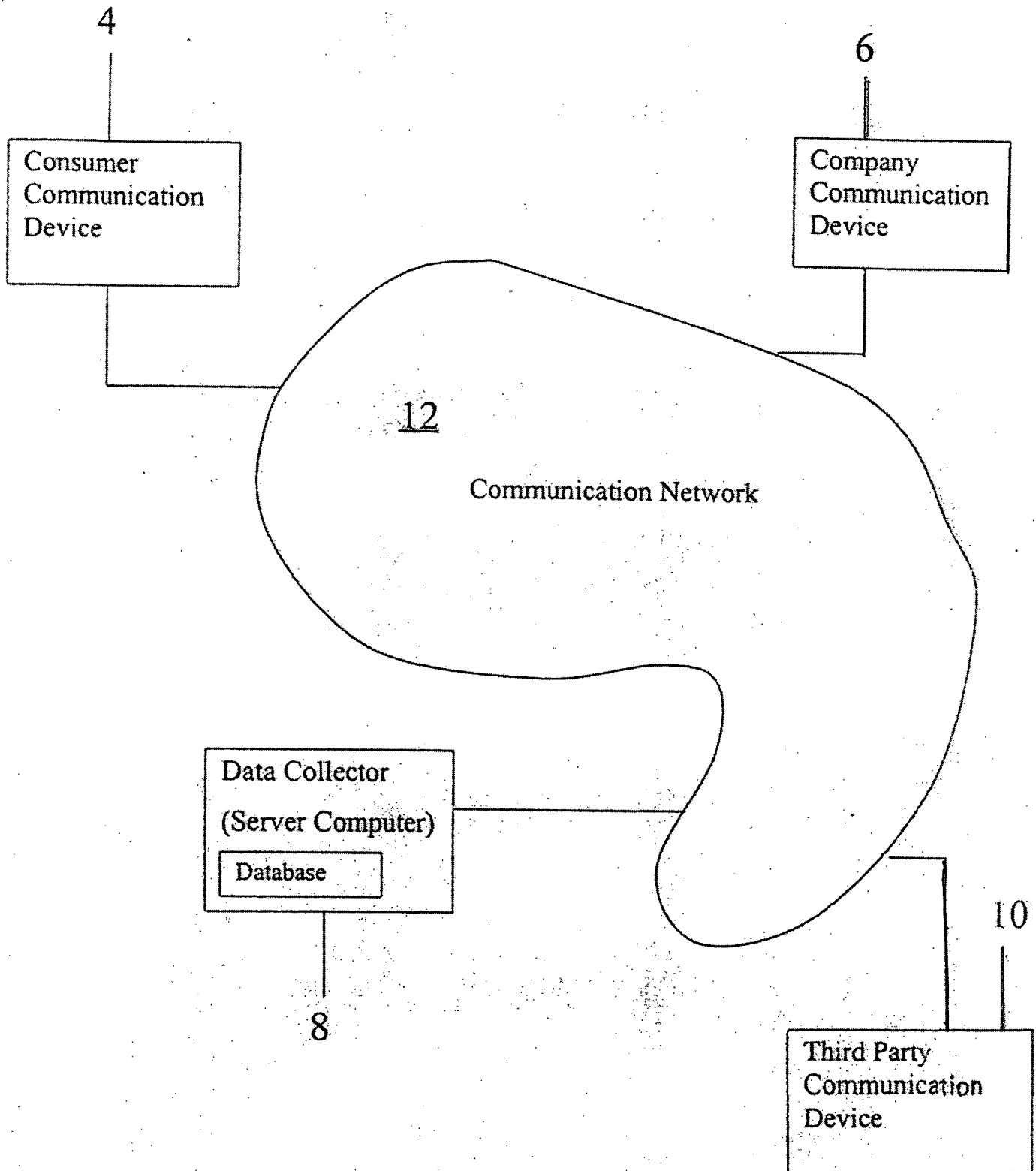


FIG. 1

BEST AVAILABLE COPY

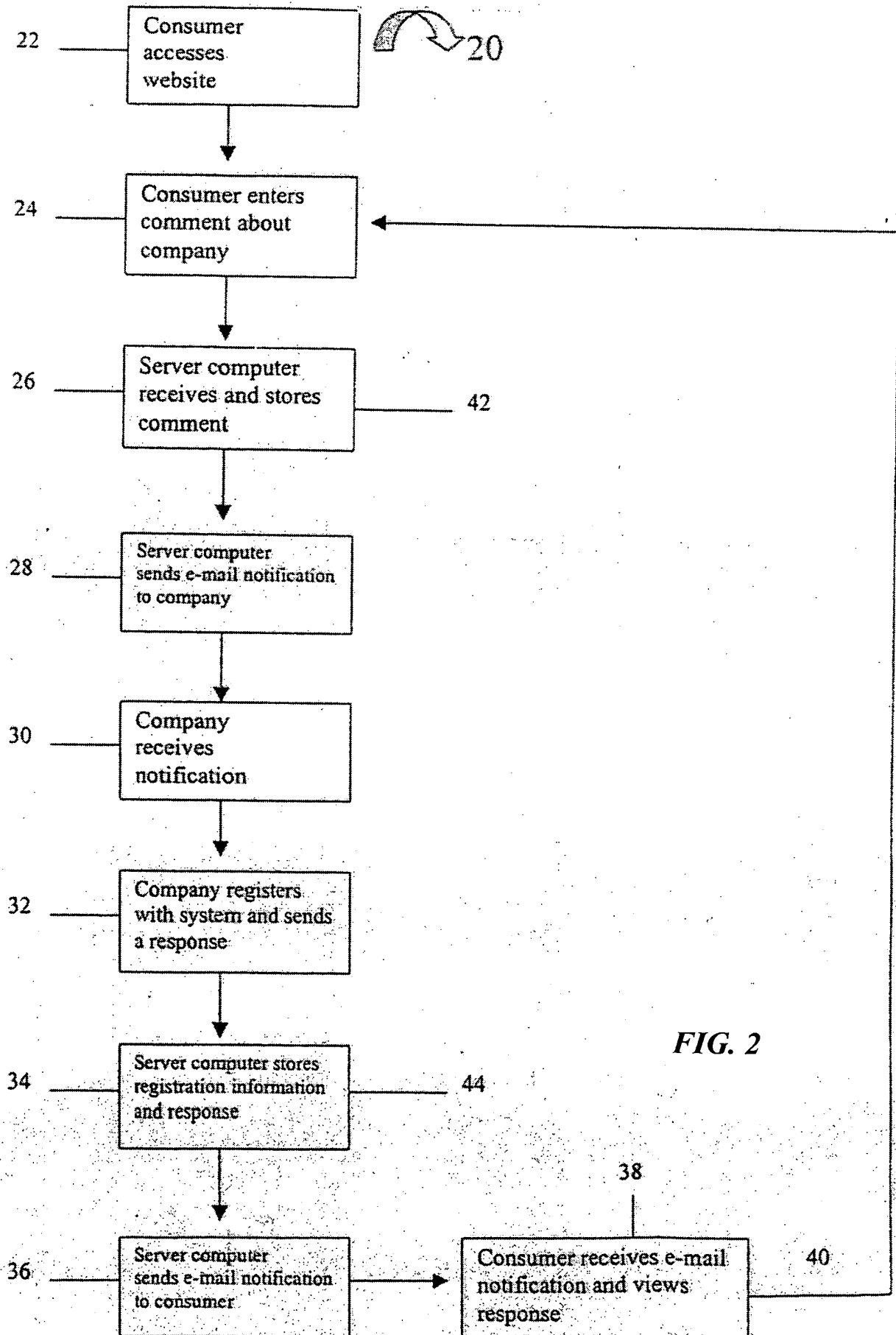


FIG. 2

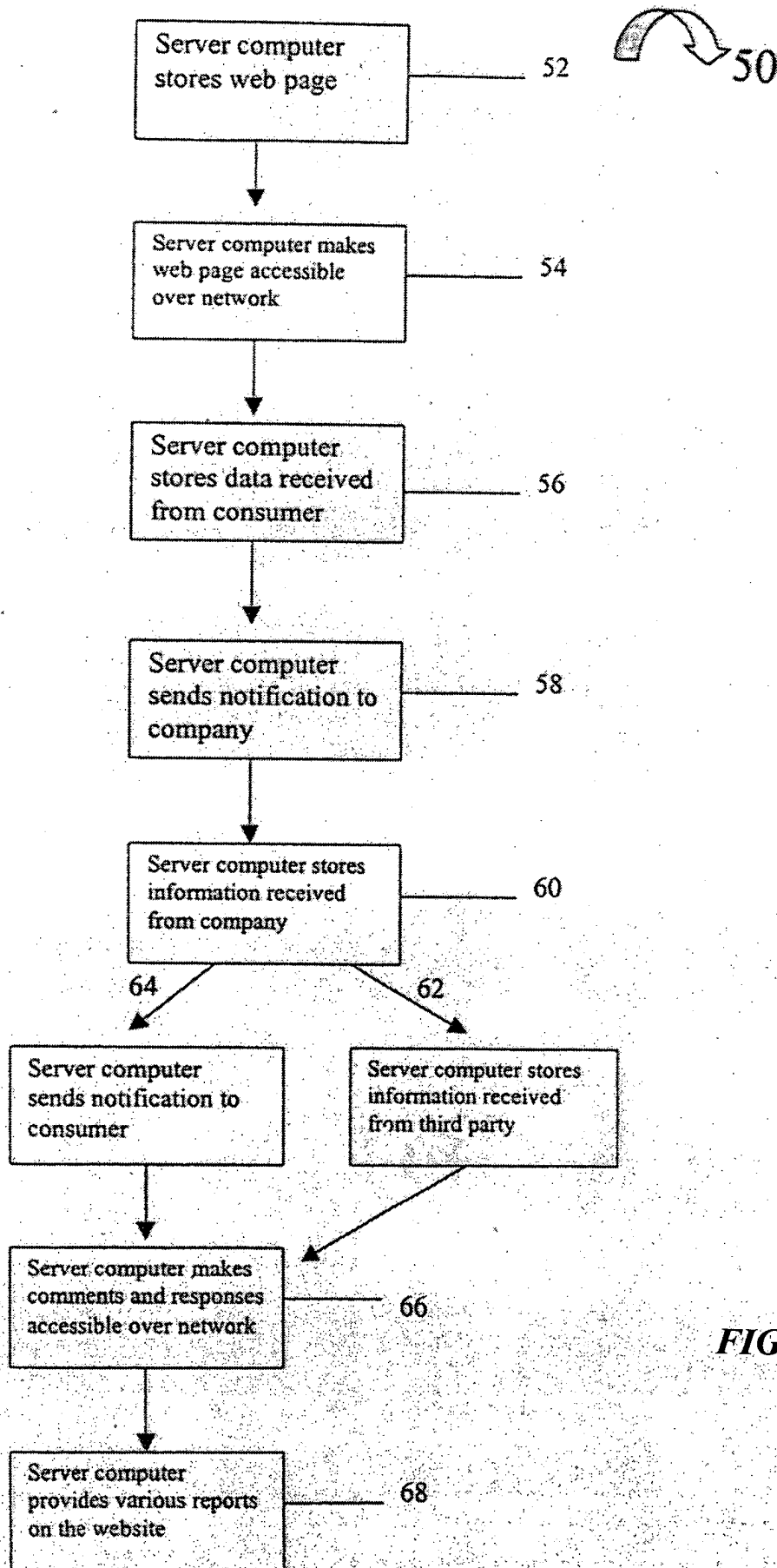


FIG. 3

Replacement Sheet

70

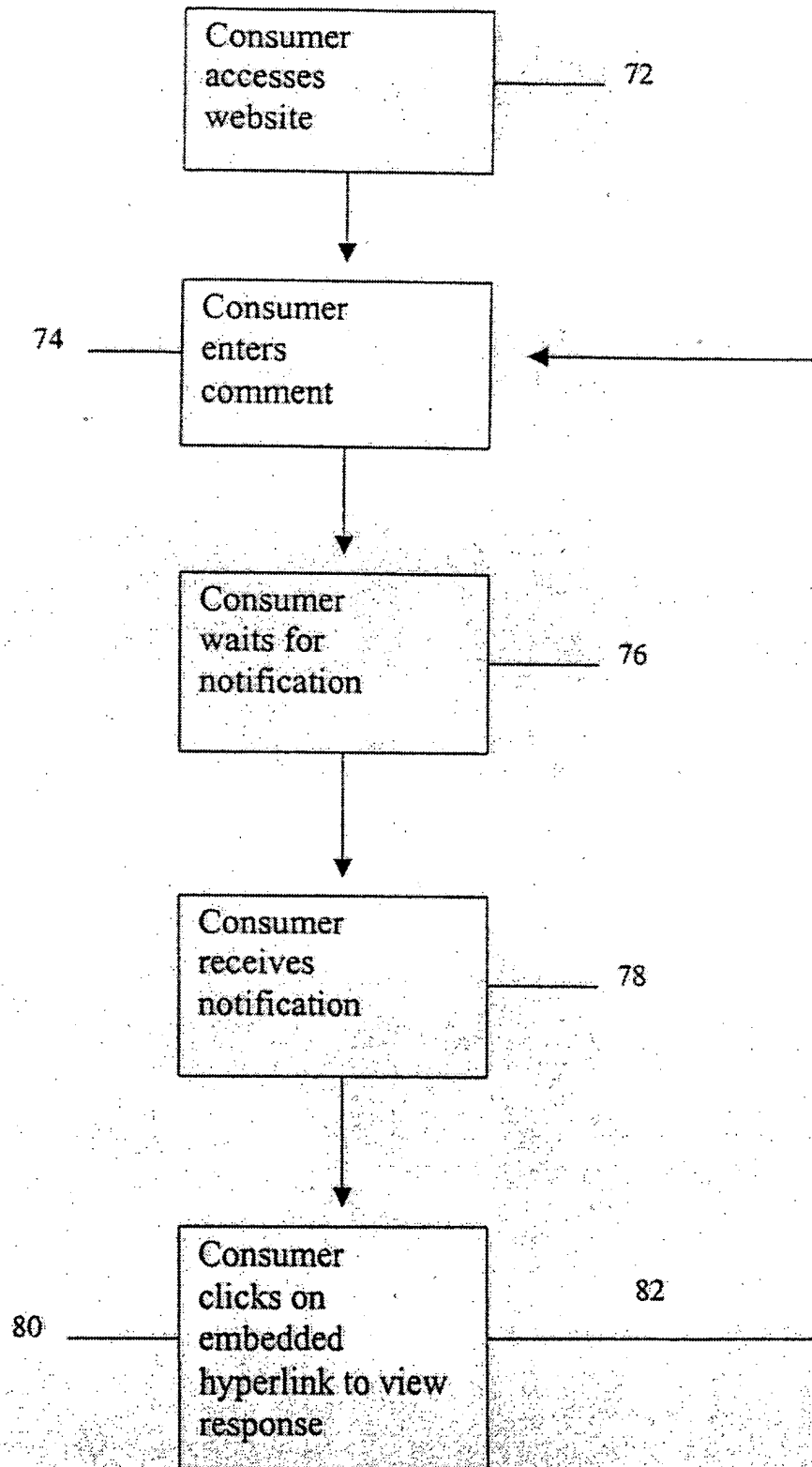


FIG. 4

Replacement Sheet

90

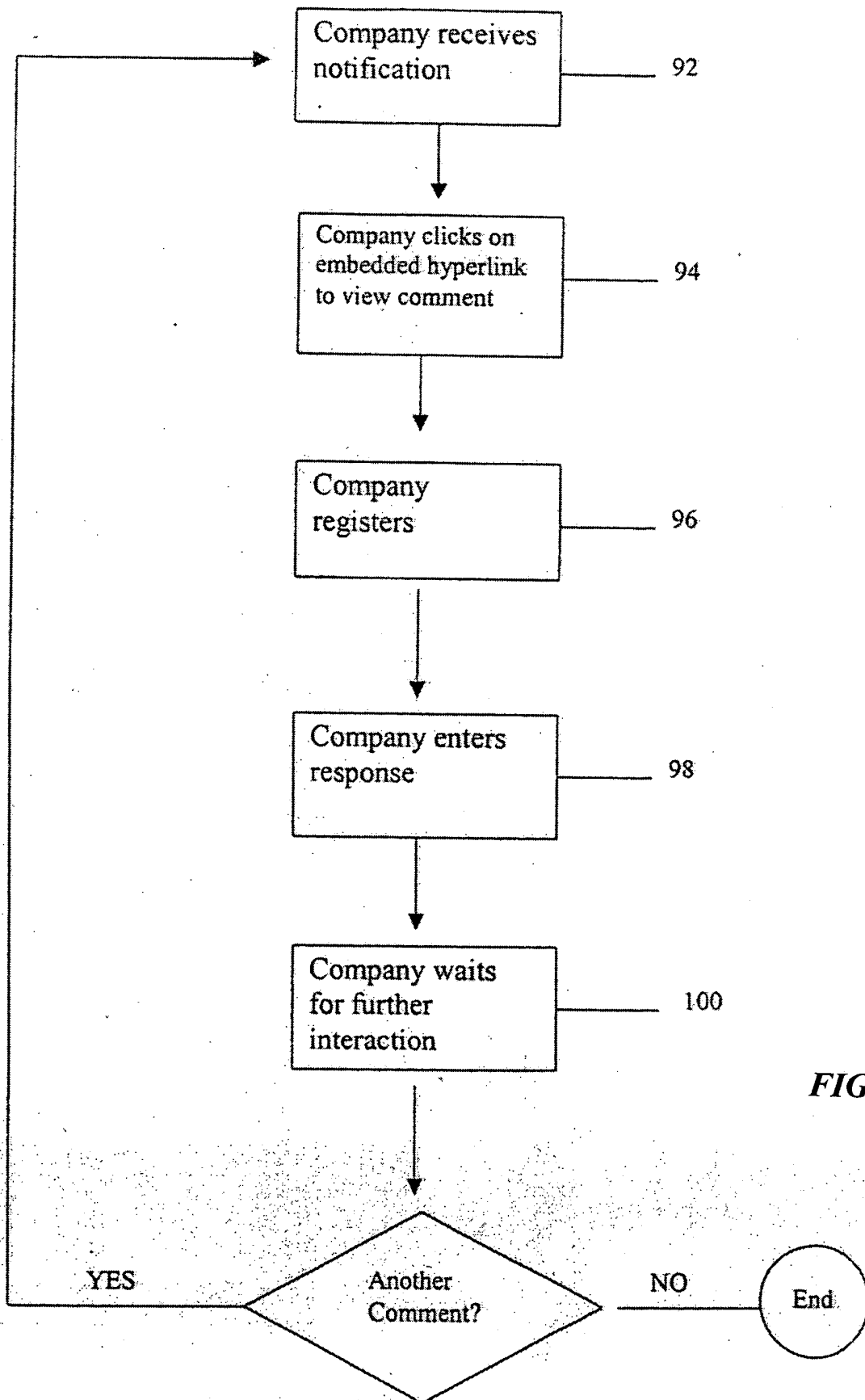


FIG. 5

Replacement Sheet

150

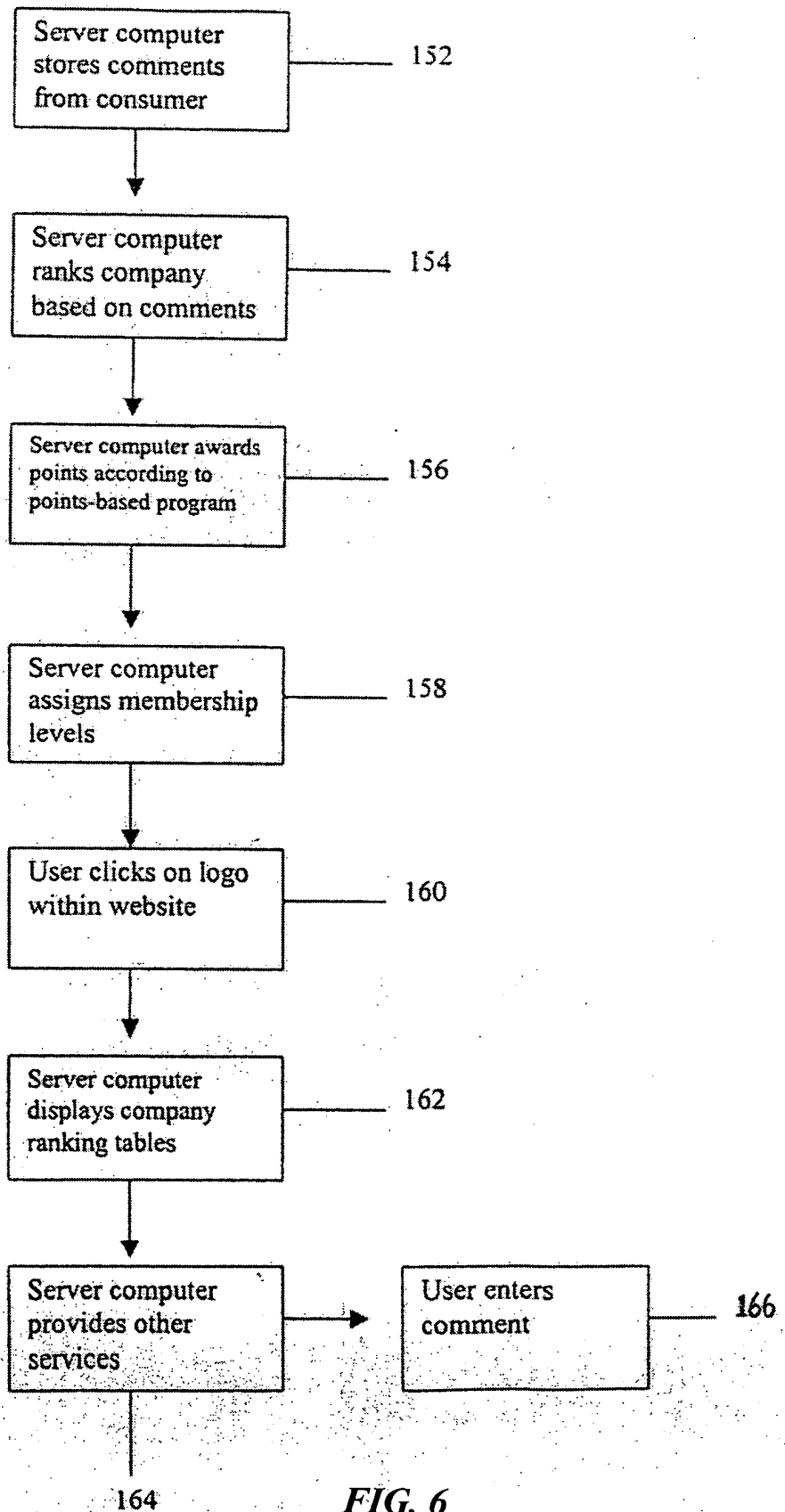


FIG. 6

Replacement Sheet

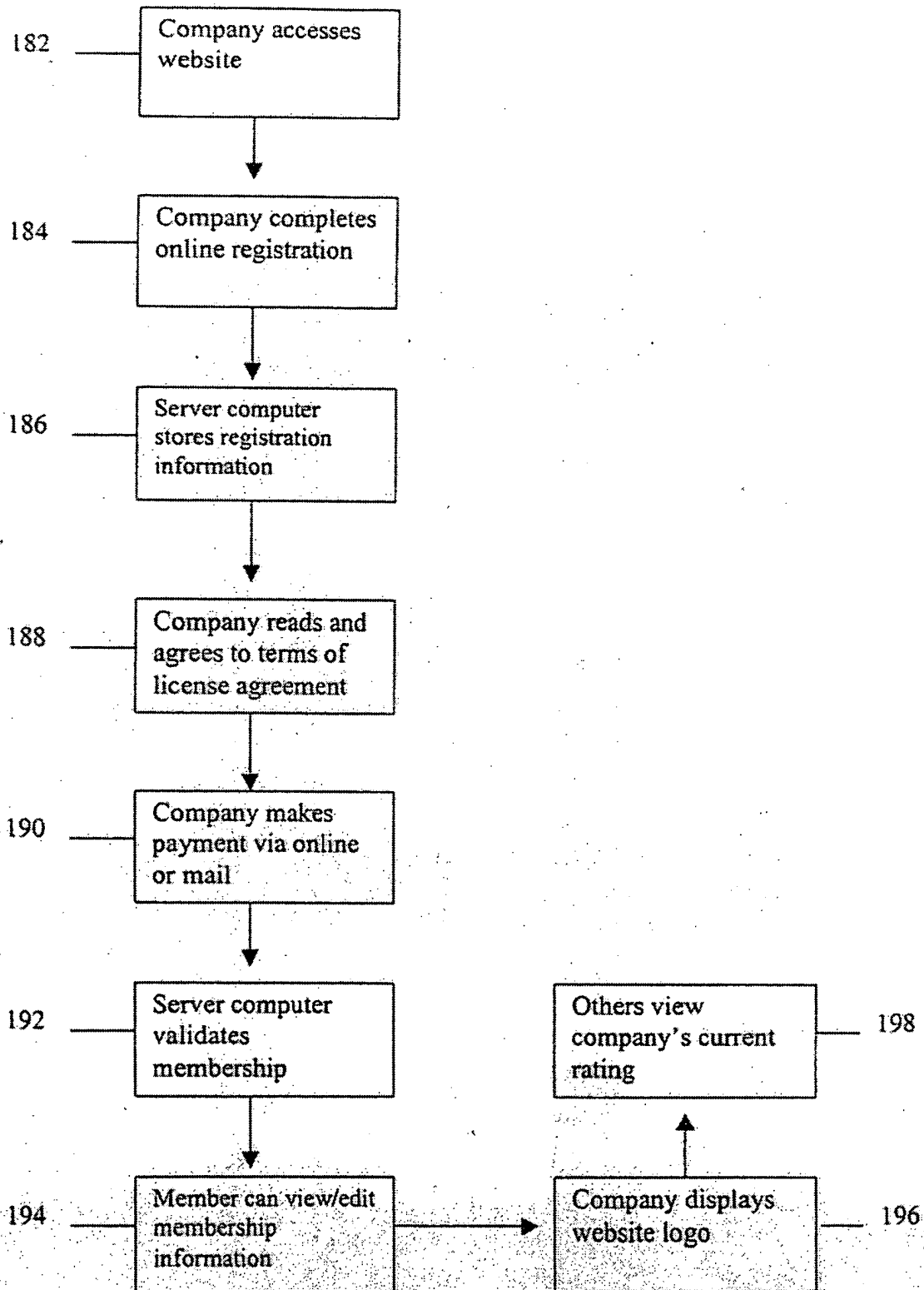
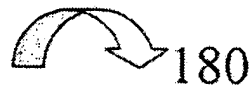


FIG. 7

YouComments.com - The Customer Service Portal - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address: <http://www.yourcomments.com/home.htm>

Your Comments.com™
The Customer Service Portal™

Express Yourself! Compliments or Complaints. We'll send it to the company for you!

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

Enter Your Comments

If the company for which you have comments is not listed...click here!

Company (fortune 500)

Rating 1 - Strong Praise

Subject

Comments

Your Name

Your E-Mail

E-Mail to Company? ☐ No ☒ Yes

Top 10 (Best)
View the Top 10 Most Praised Companies on the site

Top 10 (Worst)
View the Top 10 Most Complained About Companies on the site

Register / Login
Customer and Company Registration (new users) or Login (existing users)

Become a Licensee
Register here to add your company to our database

Internet zone

FIG. 8a

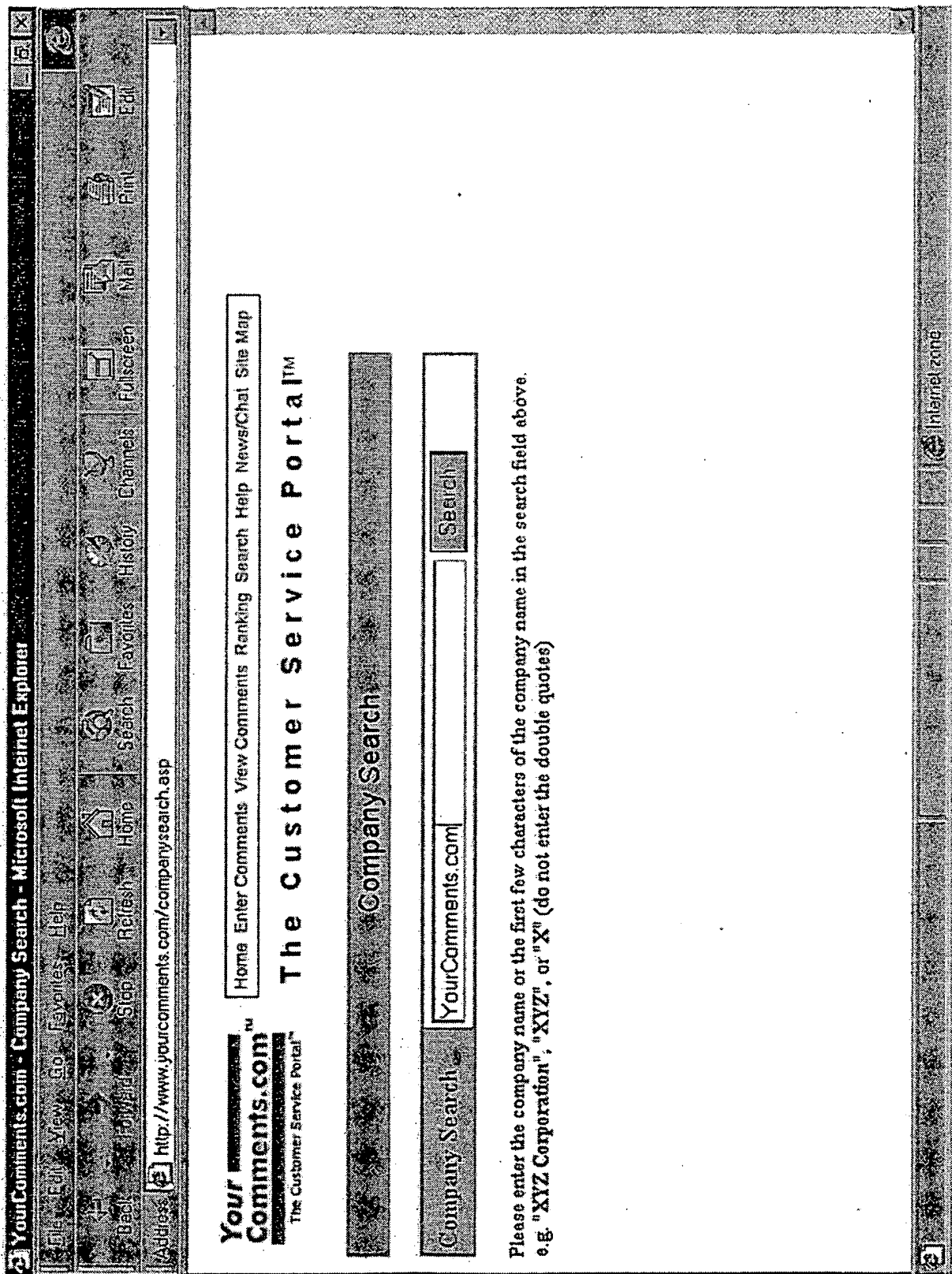


FIG. 8b

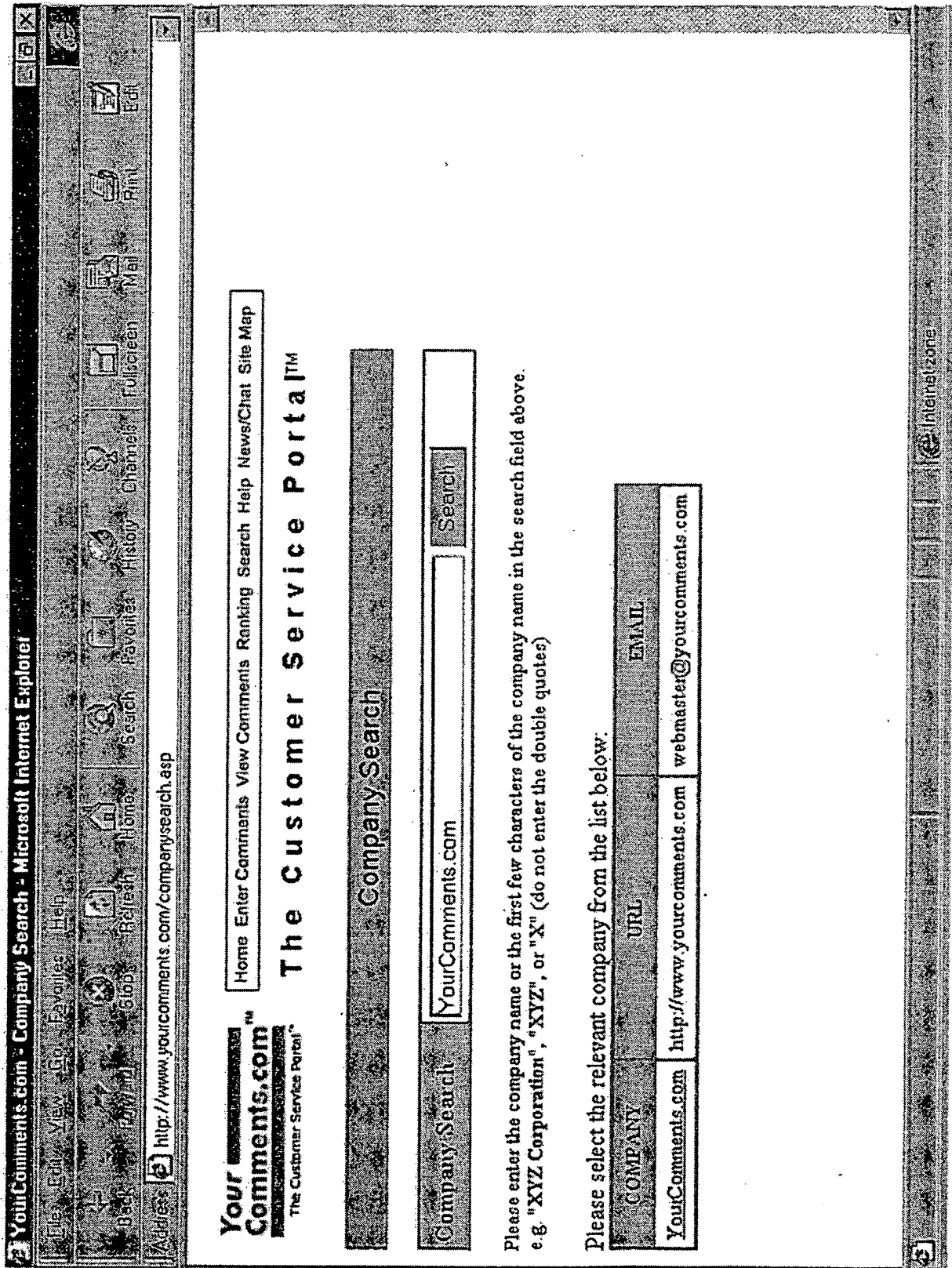


FIG. 8c

YourComments.com - Enter Comments - Microsoft Internet Explorer

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print

Address: http://www.yourcomments.com/entercomments.asp?new_co_flag=N&company_id=609&company=YourComments.com&url=http://www.yourcomments.com

Enter Your Comments

Fields indicated with an asterisk (*) are required to send this form.

* **Company**
 YourComments.com

Company Web Site
<http://www.yourcomments.com>

* **Company E-Mail**
webmaster@yourcomments.com

Company E-Mail required only if you choose E-Mail to Company below

* **Rating**
 1 - Strong Praise

* **Subject**
 Test Comment

* **Comments**
 Test Comment

* **Your Name**
 Webmaster

* **Your E-Mail**
webmaster@yourcomments.com

* **E-Mail to Company?**
 No

FIG. 8d

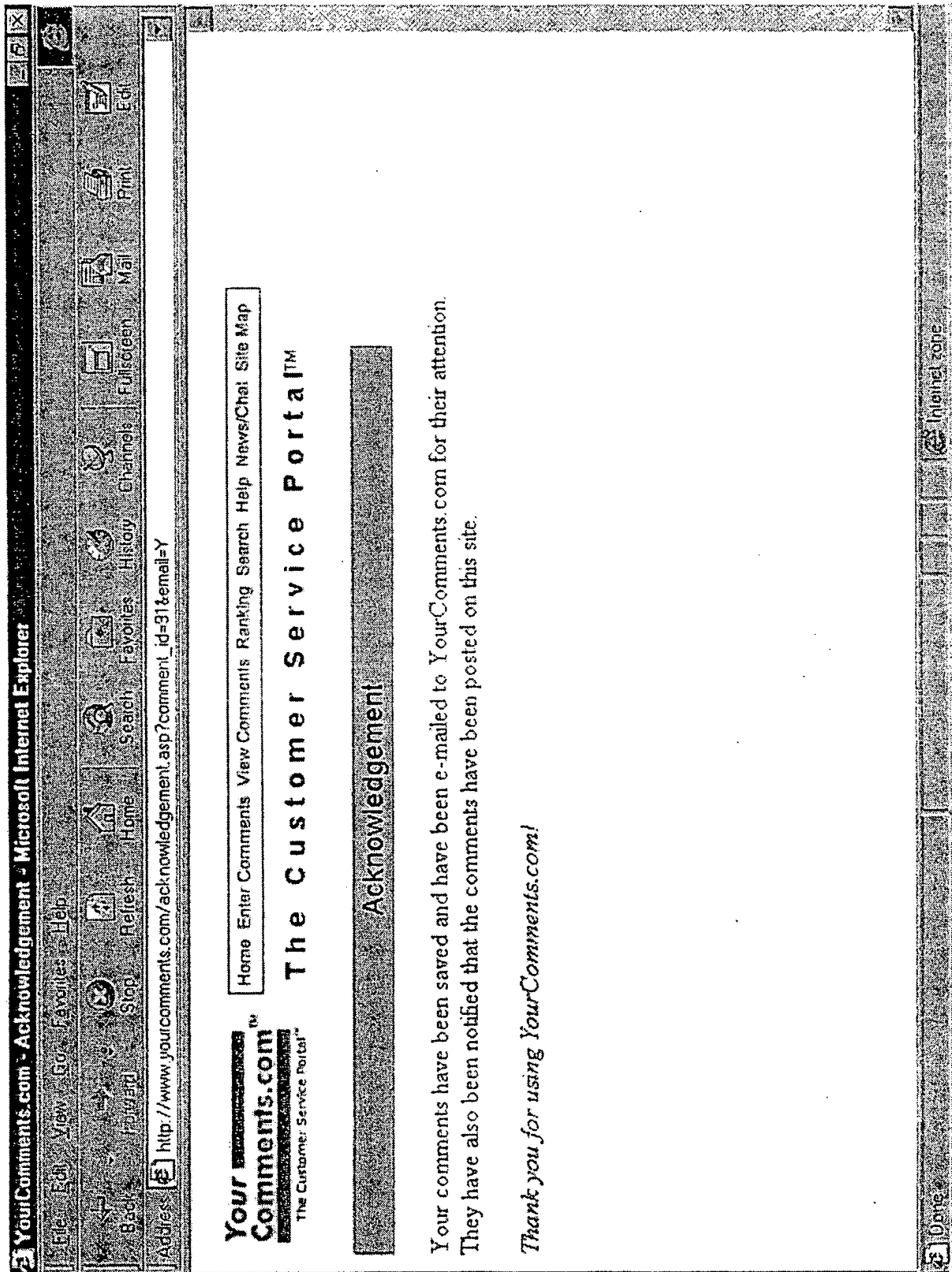


FIG. 8e

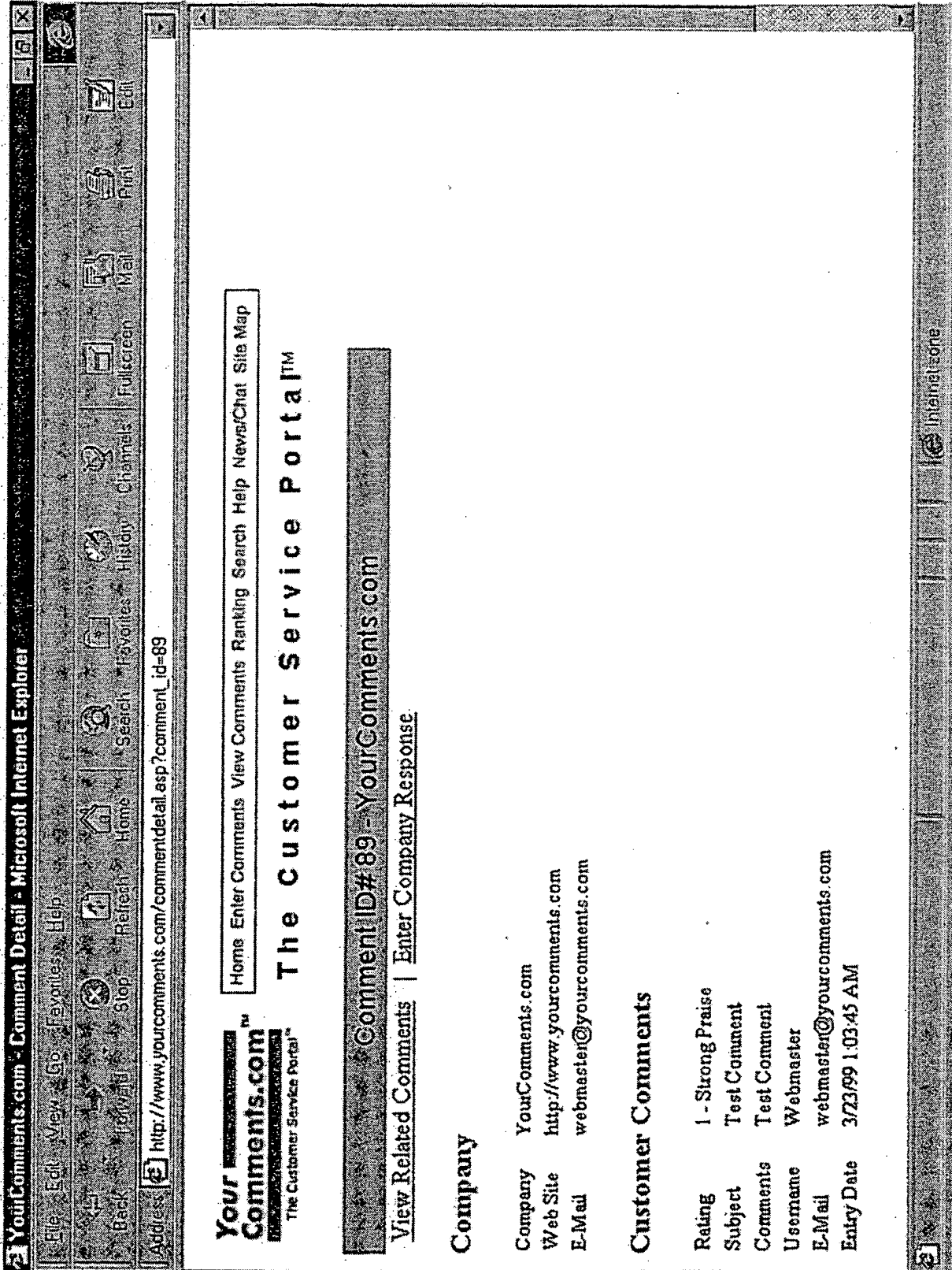


FIG. 8f

Replacement Sheet

```
>>*****
>>
>>This message is to notify you that the following comments were
received
>>from Webmaster and are now posted for public viewing on the
>>YourComments.com site:
>>
>>Customer: Webmaster
>>Title: Test Comment
>>Rating: 1 - Strong Praise
>>Description: Test Comment
>>Entry Date: 3/23/99 1:03:45 AM
>>
>>These comments were received on the YourComments.com web site and
your
>>company will be ranked on the site in terms of the number and nature
of
>>comments received (both positive and negative).
>>
>>You may respond to these comments by going to the following address:
>>http://www.yourcomments.com/commentdetail.asp?comment\_id=89
>>
>>IMPORTANT NOTE: This customer comment is directed to your company.
If you
>>feel you are not the appropriate contact to reply to this e-mail it
is
>>important that you involve the relevant customer service resource
from
>>your company and have them respond on the YourComments.com site at
the
>>address given above. Please do not hesitate to contact
YourComments.com if
>>you have any further questions about this service.
>>
>>BENEFITS FOR COMPANIES: To learn about the benefits YourComments.com
>>provides to companies, please visit the following address:
>>http://www.yourcomments.com/about.htm#Companies
>>
>>*****
>>Thank you for using YourComments.com!
>>
>>http://www.yourcomments.com
>>
>>
>
```

FIG. 8g

Microsoft Internet Explorer - YourComments.com - Company Registration

Address: http://www.yourcomments.com/coregistration.asp

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Company Information

Fields indicated with an asterisk (*) are required to send this form.

* Company Name: YourComments.com

Company URL: http://www.yourcomments.com

* Company E-Mail: webmaster@yourcomments.com

Note: The e-mail address that you enter above will be used to send user comments to your company.

Company Contact Information

Fields indicated with an asterisk (*) are required to send this form.

* First Name: YourComments

* Last Name: Webmaster

* Title: Webmaster

* Address: 904 Spring Park Court

Address: [Empty Field]

FIG. 8h

Your Comments.com™
The Customer Service Portal™

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Create Login Information

Enter the username and password that you wish to use in order to access the system.

Username:

Password:

Confirm Password:

Internet zone

FIG. 8i

Microsoft Internet Explorer - YourComments.com - Enter Response

Address: http://www.yourcomments.com/enterresponse.asp?comment_id=89&customer_id=60

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Enter Your Response

Fields indicated with an asterisk (*) are required to send this form.

*Subject
TestResponse

*Response
Main text of the response goes here

*Your Name
Webmaster

*Your E-Mail
webmaster@yourcomments.com

Submit Reset

FIG. 8j

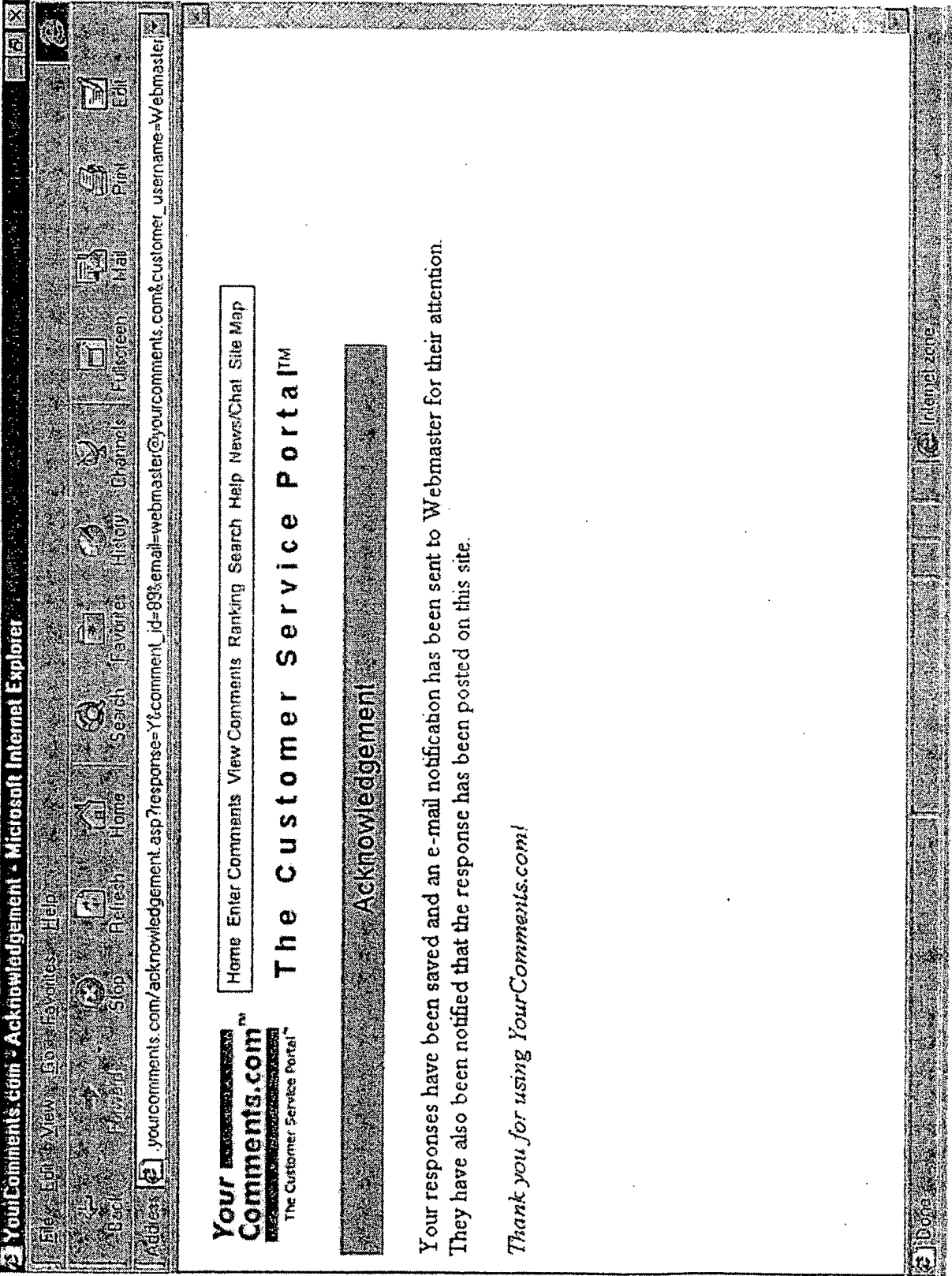


FIG. 8k

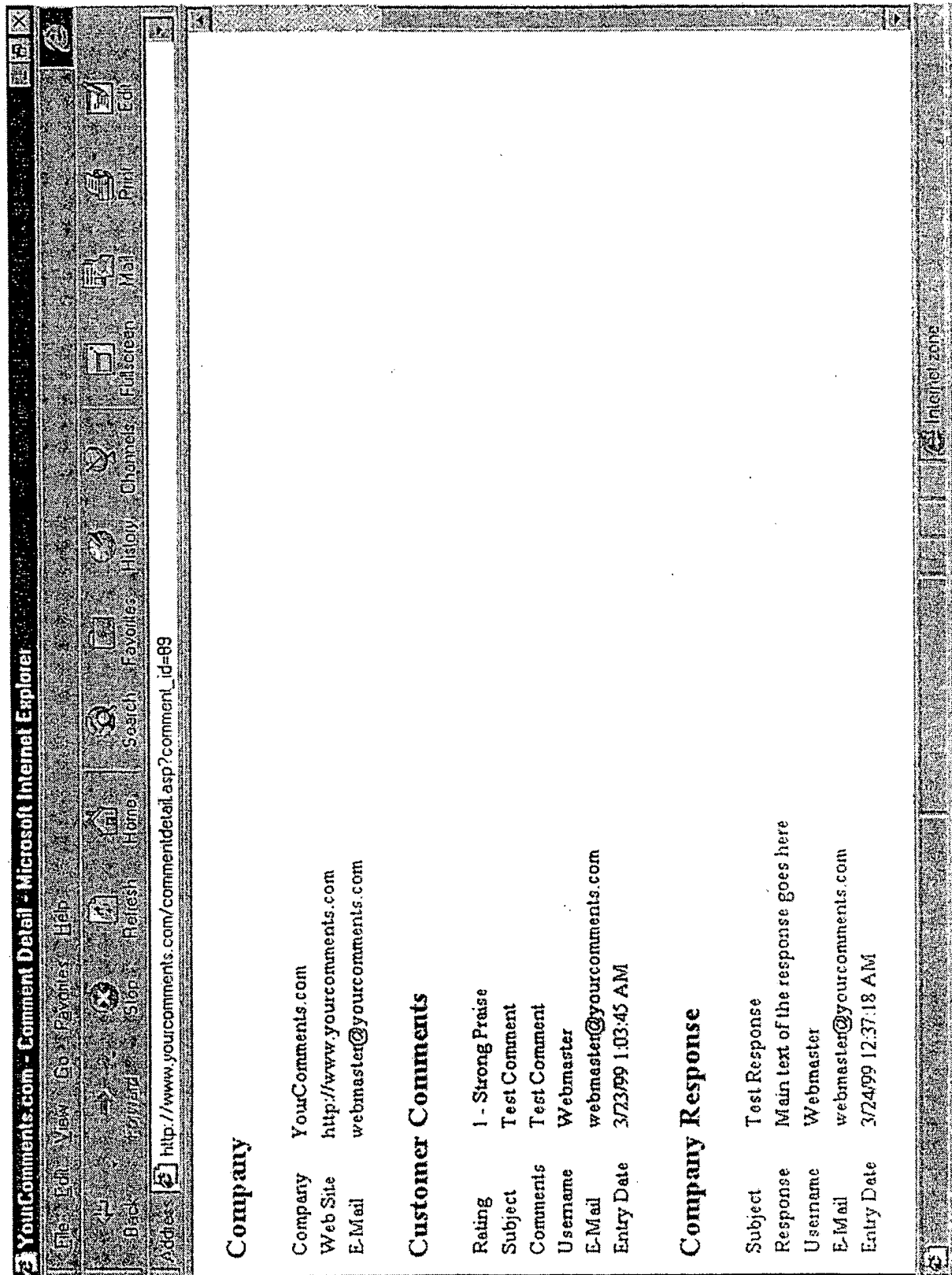


FIG. 81

Replacement Sheet

To: Orlesia Duren@IP
From: "Nick Evans" <nick@nevans.com>
Cc:
Bcc:
Subject: STEP 14 - Fw: YourComments.com - Customer Service Alert
(#89) -
Attachment: Headers.822
Date: 4/5/99 10:12 AM

Here's step 14...

>-----Original Message-----

>>From: compliment@yourcomments.com <compliment@yourcomments.com>

>>To: webmaster@yourcomments.com <webmaster@yourcomments.com>

>>Cc: webmaster@yourcomments.com <webmaster@yourcomments.com>

>>Date: Tuesday, March 23, 1999 11:49 PM

>>Subject: re: YourComments.com - Customer Service Alert (#89) - Test
Response

>

>

>>Dear Webmaster,

>>

>>DO NOT REPLY TO THIS MESSAGE. PLEASE RESPOND ON THE YOURCOMMENTS.COM
SITE

>>AS OUTLINED BELOW

>>*****

>>

>>This message is to notify you that you have received a reply from

>>YourComments.com and the reply is now posted on the YourComments.com
site:

>>

>>Company: YourComments.com

>>Title: Test Response

>>Entry Date: 3/24/99 12:37:18 AM

>>

>>This reply was received on the YourComments.com web site

>>

>>You may view this reply by going to the following address:

>>http://www.yourcomments.com/commentdetail.asp?comment_id=89

>>

>>*****

>>Thank you for using YourComments.com!

>>

>><http://www.yourcomments.com>

>>

>>

FIG. 8m

YourComments.com - Top 10 Most Praised Companies - Microsoft Internet Explorer

File Edit View Go Favorites Help
Back Forward Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address: <http://www.yourcomments.com/best.asp>

Home Enter Comments View Comments Ranking Search Help News/Chat Site Map

The Customer Service Portal™

Top 10 Most Praised Companies

This list represents the Top 10 Most Praised Companies based upon input on the YourComments.com site.

Note: Since we have just started collecting comments, some companies may appear in both the Most Praised and Most Complained About categories at this time. Remember, a positive number indicates positive comments and a negative number indicates negative comments. We encourage you to enter comments, compliments and complaints yourself!

RANK	COMPANY	RESPONSES	TOTAL RATING	AVG. RATING
1	YourComments.com	2	20	10.00
2	Lillian Vernon Corp.	1	5	5.00

Rating Table

AVG. RATING	DESCRIPTION
10	Strong Praise

Internet zone

FIG. 8n

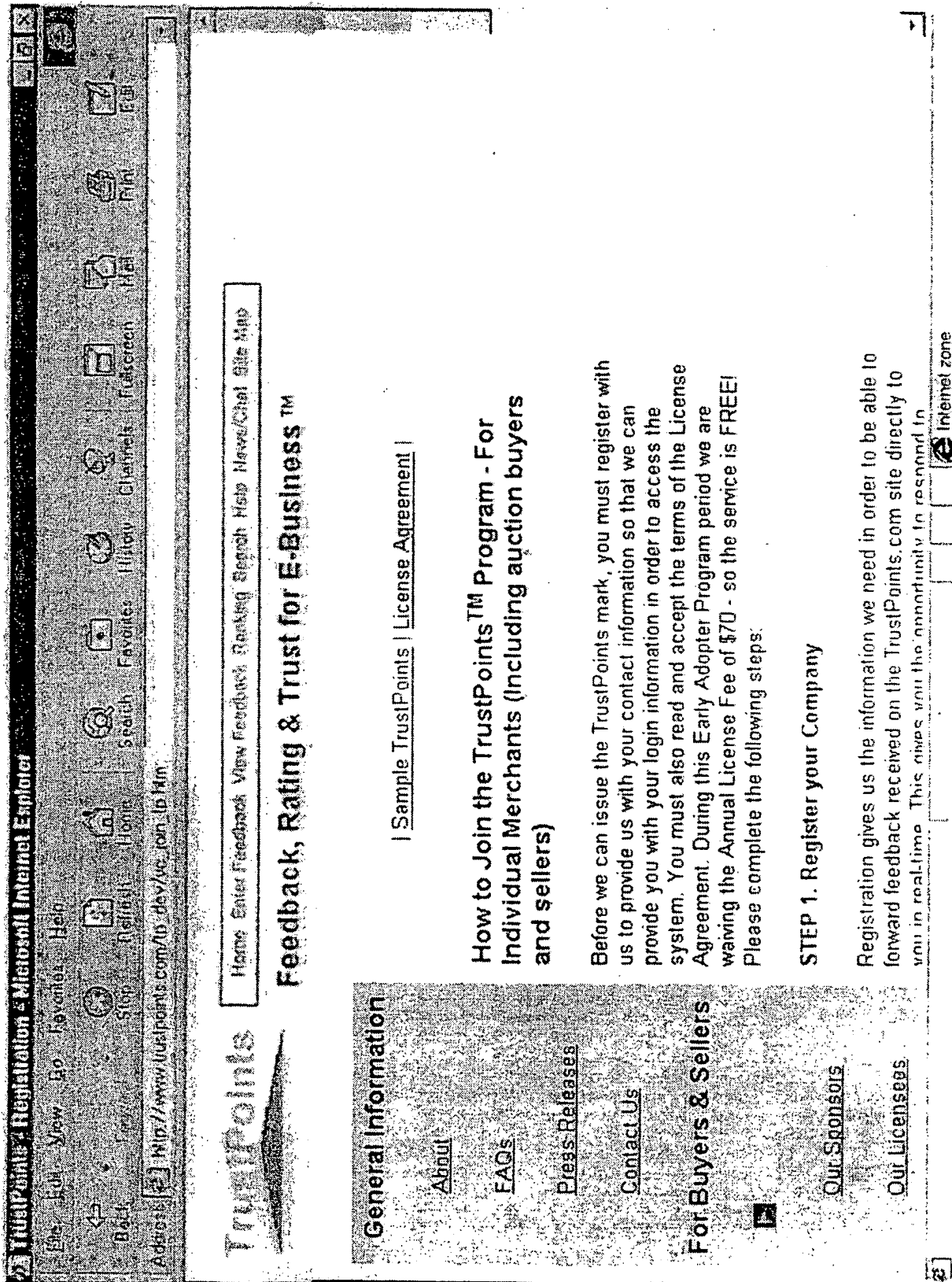


FIG. 9a

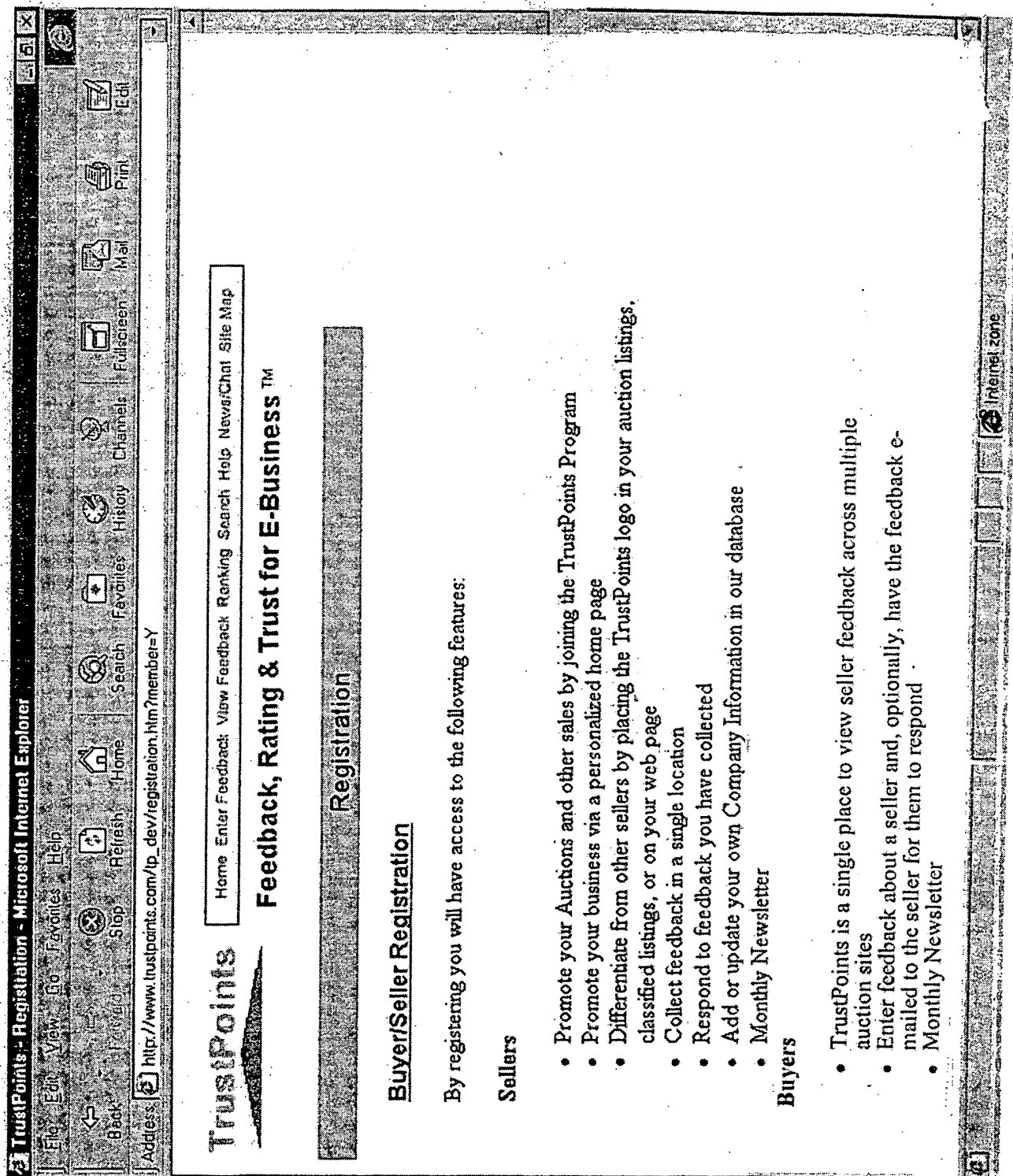


FIG. 9b

TrustPoints - Buyer/Seller Registration - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.trustpoints.com/tp_dev/coregistration.asp?search=Y

TrustPoints

Home Enter Feedback View Feedback Ranking Search Help News/Chat Site Map

Feedback, Rating & Trust for E-Business™

Buyer/Seller Information

Fields indicated with an asterisk (*) are required to send this form.

*Company Name

Company URL

*Company E-Mail

Note: The e-mail address that you enter above will be used to send user feedback to you.

Buyer/Seller Contact Information

Fields indicated with an asterisk (*) are required to send this form.

*First Name

*Last Name

Title

Address

Address

Internet zone

FIG. 9c

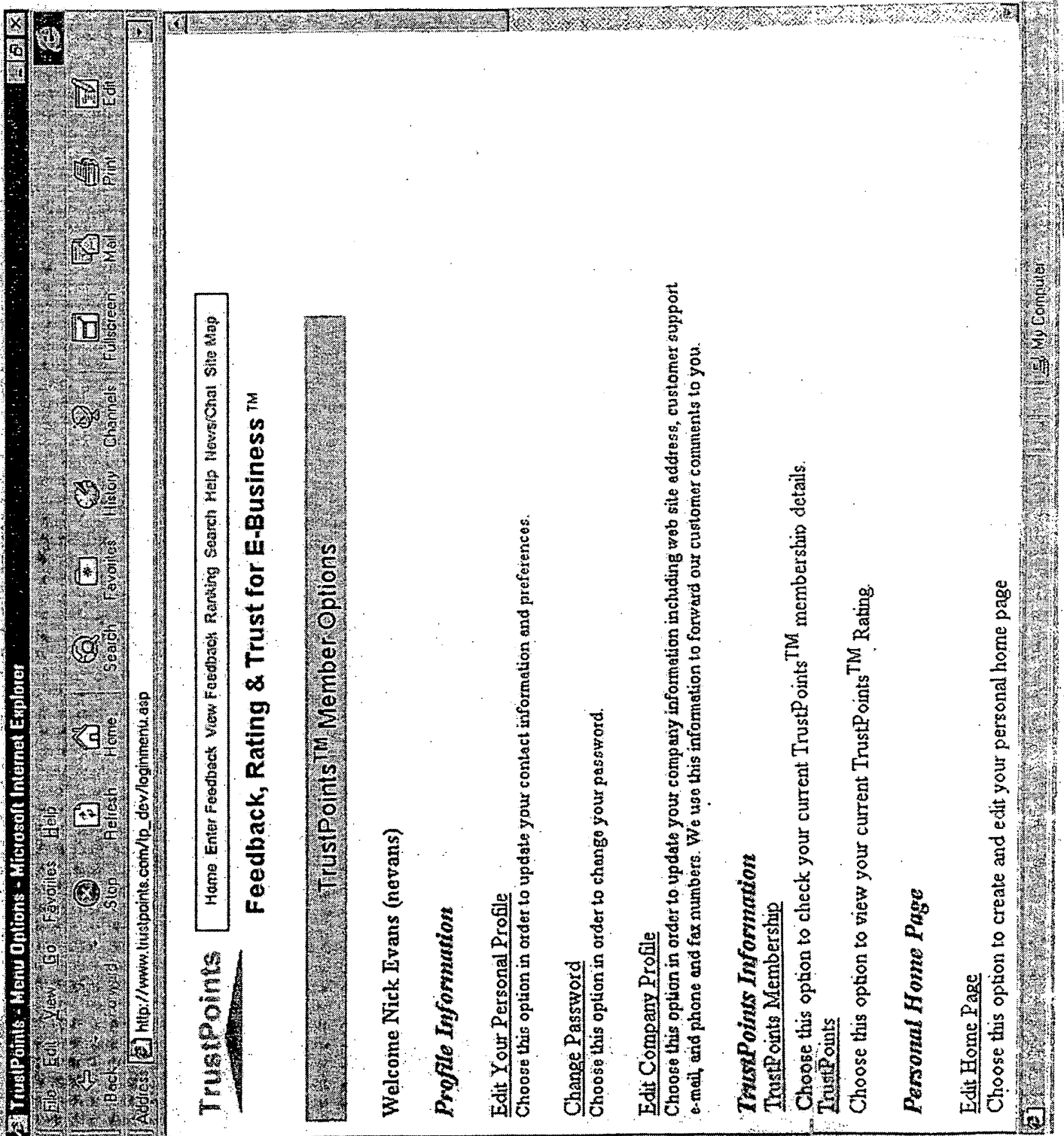


FIG. 9d

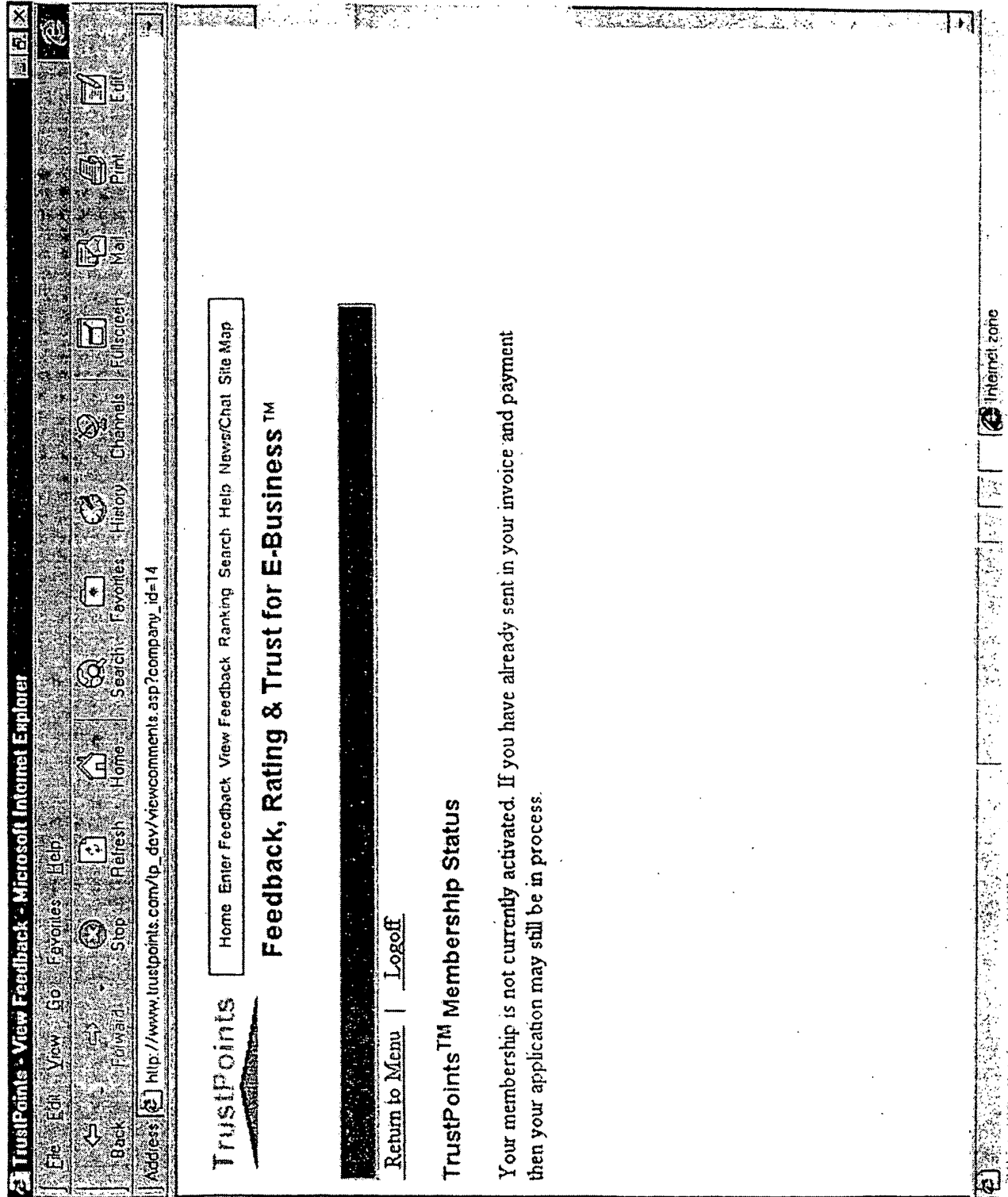


FIG. 9e

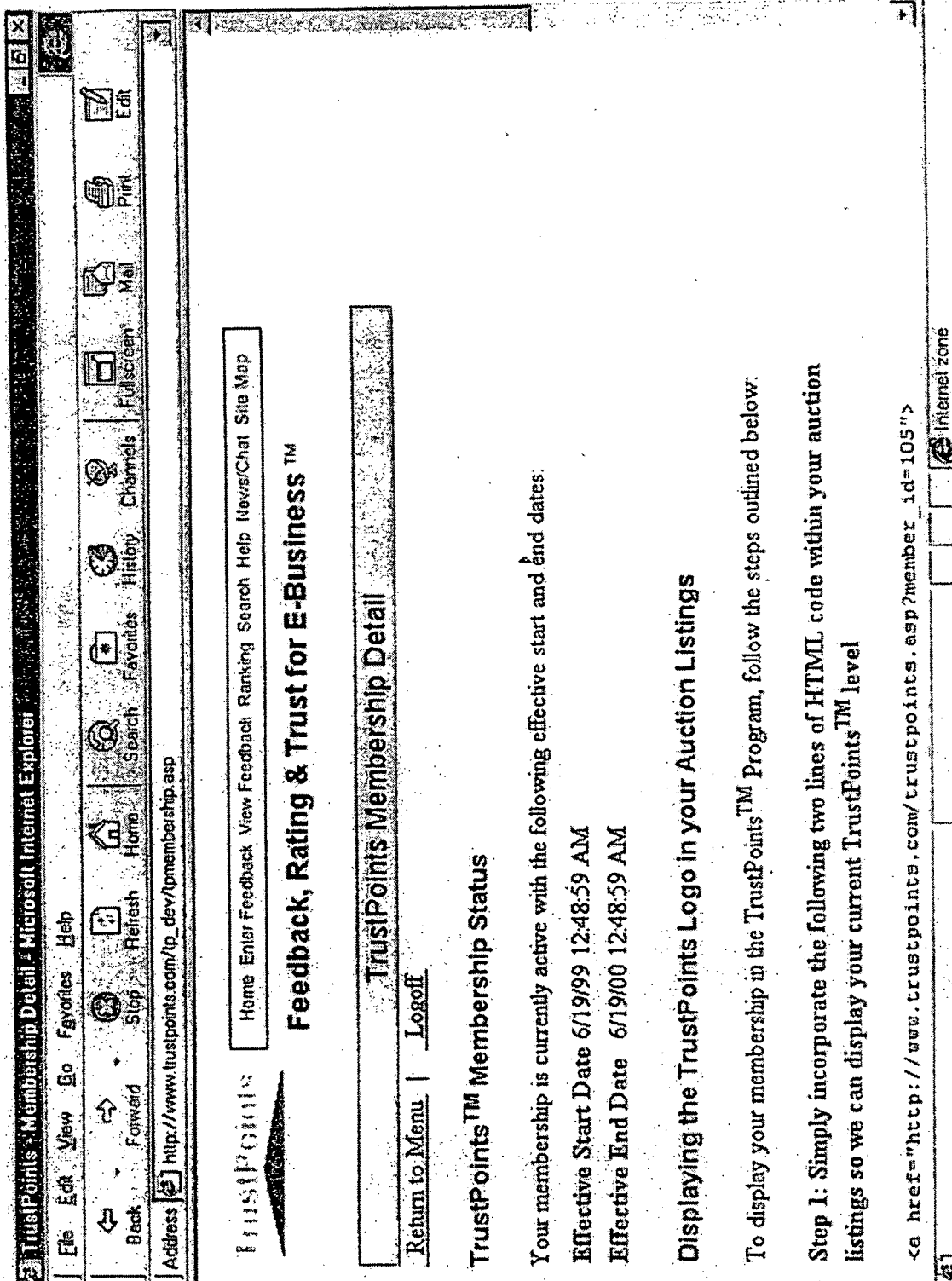


FIG. 9f

TrustPoints - Member Information - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address: http://www.trustpoints.com/tp_dev/trustpoints.asp?member_id=105

TrustPoints

Home Enter Feedback View Feedback Ranking Search Help News/Chat Site Map

Feedback, Rating & Trust for E-Business™

NEVANS-TrustPoints™ - Rookie Level

This is to confirm that NEVANS is a member of the TrustPoints™ Rating System. Member of TrustPoints™ Member Since 6/19/99

This is a universal feedback system that spans the web. It includes online merchants with their own web sites plus individual sellers such as those who participate in eBay and Amazon auctions. Any online merchant may participate in the program. To join, choose [Join the TrustPoints System](#). [View NEVANS Home Page](#)

This list represents the current TrustPoints™ rating for nevans based upon input on the TrustPoints.com site. If you have been a customer of NEVANS and would like to leave comments or feedback please choose [Enter Feedback](#).

COMPANY	RESPONSES	TOTAL RATING	AVG. RATING
Michele's Antiques	150	1125	7.50

Average Rating Table

AVG. RATING	DESCRIPTION
10	Strong Praise
5	Moderate Praise
0	Comment
-5	Moderate Complaint
-10	Severe Complaint

TrustPoints Rating Table

TOTAL RATING	DESCRIPTION
1000+	Platinum
500 to 999	Gold
250 to 499	Silver
100 to 249	Bronze
0 to 99	Rookie

FIG. 9g

TrustPoints - View Feedback - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://www.trustpoints.com/tp_dev/viewcomments.asp?company_id=14

Home Enter Feedback View Feedback Ranking Search Help News/Chat Site Map

Feedback, Rating & Trust for E-Business™

View Comments (Sample Page)

Company	Rating	Subject	Username	Entry Date
Michele's Antiques	1 - Strong Praise	Smooth transaction, good packing	antique1	4/4/99 12:12:12 AM
Michele's Antiques	1 - Strong Praise	Quick, efficient and just as described	ebuyer	4/3/99 2:04:20 PM
Michele's Antiques	1 - Strong Praise	Excellent packaging!	boatfloat	4/3/99 2:02:36 PM
Michele's Antiques	1 - Strong Praise	Good communication, quick payment	eseller	3/24/99 1:02:12 AM
Michele's Antiques	1 - Strong Praise	Prompt, pleasant to do business	babyd	3/23/99 1:03:45 AM
Michele's Antiques	1 - Strong Praise	Fine transaction	mke	3/22/99 11:09:27 PM

☐ YourCommer Logo

Home [Enter Comments](#) [View Comments](#) [Ranking](#) [Search](#) [Help](#) [News/Chat](#) [Site Map](#)

Thank you for using YourComments.com!

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Internet Zone

FIG. 9h

Replacement Sheet

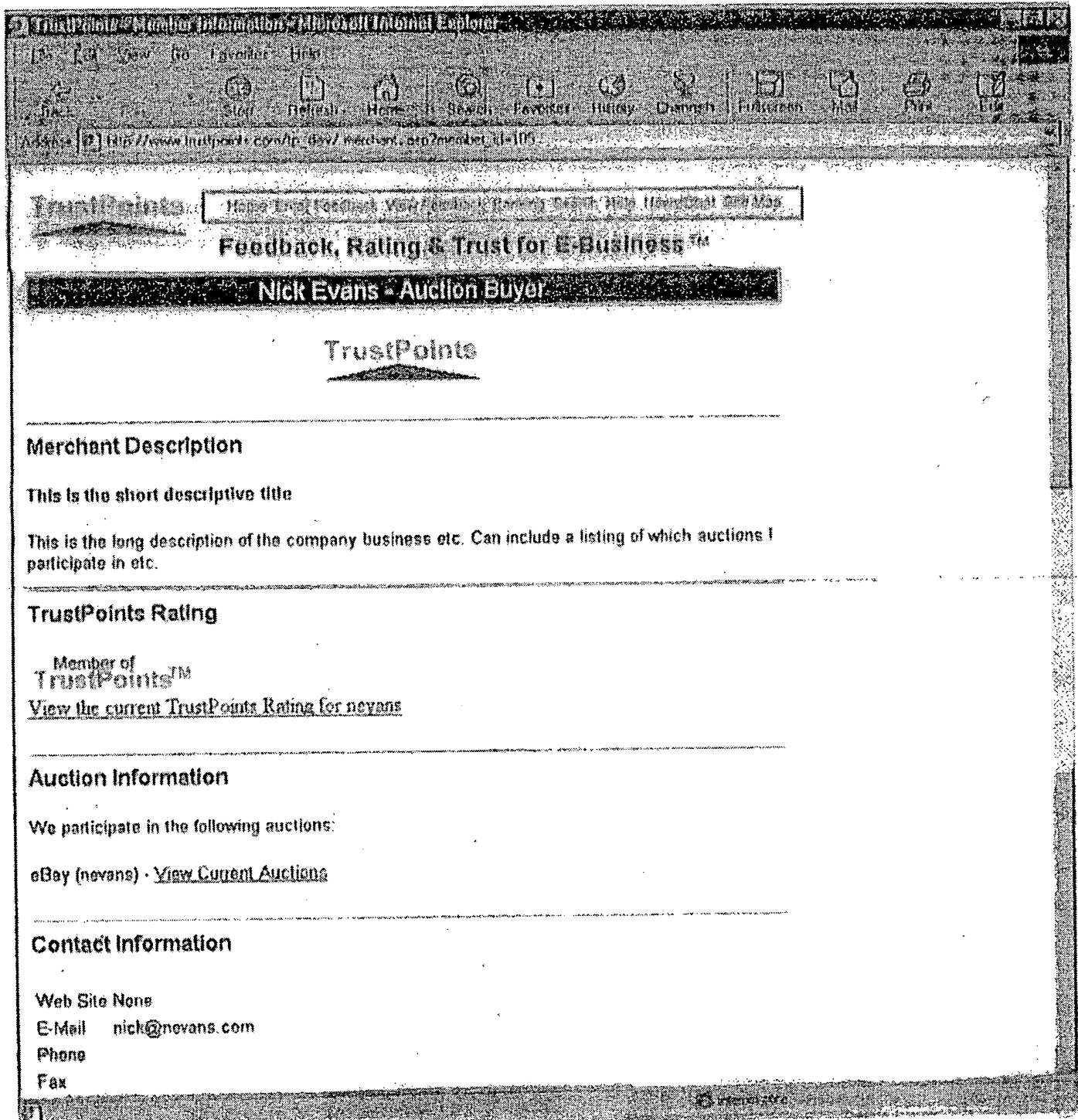


FIG. 9i

Replacement Sheet

**Member of
TrustPoints**

FIG. 9j

200

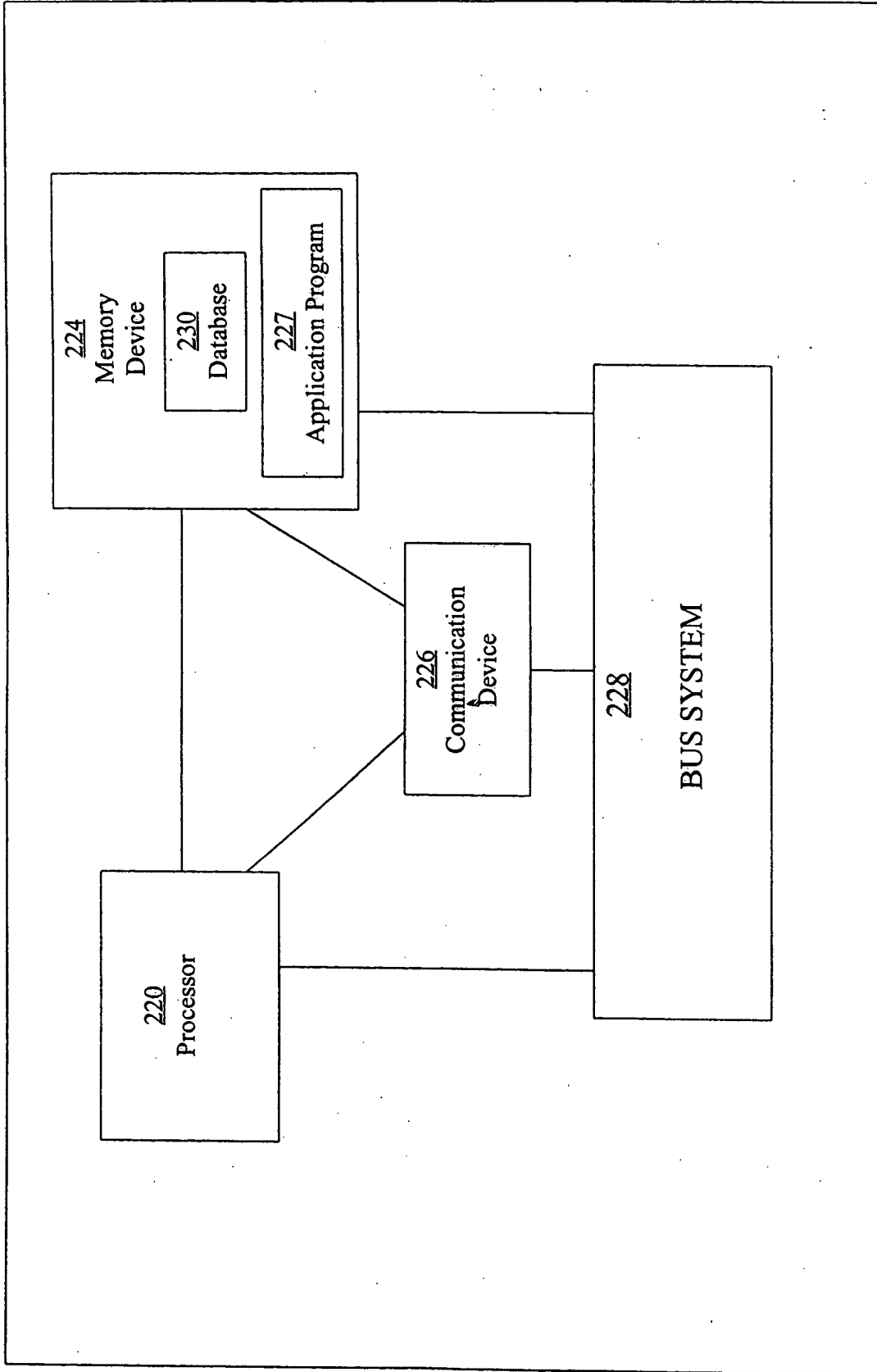


FIG. 10

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